

## Appendix D

### Firm Response Times/Monitoring/Reports

1. What is your Average Response Time for a service request?
2. What is your Customer's Average Uptime? What happens when a customer's equipment does not meet the uptime average?
3. If when servicing a copier, your technician identifies an issue that requires a machine part, how long does it take for the part to arrive? For the part to be installed?
4. What hours is your IT department available for technical issues/software/driver support?
5. Do you offer Web-based Remote Monitoring? Specifically, can you monitor machine functionality; paper jams, feeder issues, etc. and/or view an issues log remotely?
6. Do you offer Print Services Management?
7. Do you offer Management Information Reports?